User's Guide

Q-Entry SE

133.02A

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Contents

1. Presentation 1
   - Front Panel 2
   - Keyboard 4
   - Connectors 5
   - Keys 5
   - Hood 6
   - Ticket Roll 7
   - Paper feed button 7
   - Control Unit 8

2. Daily Use 9
   - Print Tickets 10
   - Multiple Tickets 10
   - Group Tickets 11
   - Means of Payment 11
   - Copies of Tickets 12
   - Corrections 12
   - Exchange cash 14
   - Exercise 15

3. Price 17
   - Edit Prices 18
   - Edit VAT Rates 20
   - Assign a VAT Rate Index to a Button 22

4. Ticket 25
   - Ticket Text 26
   - Edit a Ticket Text 26
   - Shortcut keys 29
   - Special Characters 30
   - Control Codes 31

Special Codes 34
Example, change an existing Ticket 37
Example, design a new Ticket 40

5. Statistics 45
Stored Information 46
Statistics Reports 46
Cash Commitment 47

6. X-Reports 49
To print the Report 50
The information on the X-Report 52

7. Z-Report 55
To print the Report 56
The information on the Z-Report 57
Print old Z-Reports 61

8. Sales Report 63
To print the Report 64
The information on the Sales Report 64

9. Customer Report 67
To print the Report 68
The information on the Customer Report 69

10. Number of Customers Report 71
To print the Report 72
The information on the Number of Customers Report 73

11. Total Report 75
To print the Report 76

12. Set-up 77
To change the Set-up 78
Date Format 78
Time Format 79
Tax Percentage 79
Rate 80
Cash Commitment 80
Number Sequence Reset 81
New Set-up 81

13. Button Settings 83
To change the Settings 84
Ticket Button Settings 84
Number Button Settings 85
New Settings 86
Edit Button Name 86

14. Reset Number Sequences 89
Ticket Number Sequences 90
To reset Ticket Number Sequences 90

15. Change Date 93
To change the Date 94

16. Change Time 95
To change the Time, 24 hours format 96
To change the Time, 12 hours format 97

17. Change Company Info 99
To change Company Info 100

18. Maintenance 101
Change Ticket Roll 102
Maintenance 103

19. Shortcut Keys 105

1. Presentation

Topics in this chapter

Front Panel 2
Keyboard 4
Connectors 5
Keys 5
Hood 6
Ticket Roll 7
Paper feed button 7
Control Unit 8

Q-ENTRY SE is a 3rd generation system used at entrances to print Tickets. It can be used in any situation where a Ticket is needed. It is connected to a Control Box to meet goverment regulations.

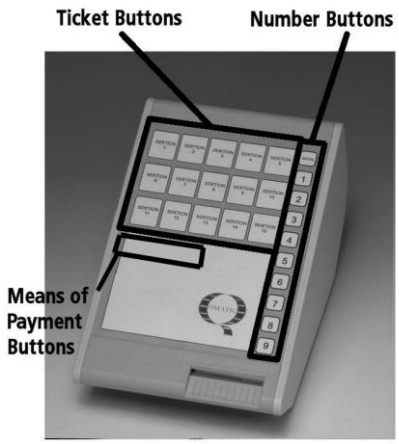
This chapter contains a short description of the BP2885 Q-Entry Ticket Printer.

Front Panel

The Front Panel covers the keyboard of the Ticket Printer. The information shown on the Front Panel is printed on paper stripes that are inserted into the Front Panel. This makes it possible to customise the Ticket Printer.

There are three types of buttons on the printer:

- There are fifteen Ticket Buttons, one for each product or type of ticket.
- The Number Buttons can be used when a customer wants more than one Ticket.
- The Means of Payment Buttons can be used to specify type of payment.



The front of the Ticket Printer with the Ticket Buttons, the Number Buttons and the Means of Payment Buttons.

The Front Panel must be removed to change the settings of the printer.

Removal of the Front Panel

Press the palm of your hand on the Front Panel and push the Panel upwards.

Lift the bottom end of the Front Panel a little.

Pull the Front Panel downwards and remove it from the Ticket Printer. Be careful not to bend it.

Keyboard

The Front Panel (see above) covers the keyboard. The keyboard is used to change settings, edit Ticket Texts and print Statistics Reports.

Connectors

All connectors are placed at the back of the Ticket Printer.

The back of the Ticket Printer with the connectors and the label.

A. *Power Supply*. ***Note!*** Never connect the Ticket Printer to another voltage than the voltage printed on the label at the back of the Ticket Printer.

B. *Cash Drawer*. Automatically open a cash drawer from the Ticket Printer.

C. *System connector*. Displays are connected here.

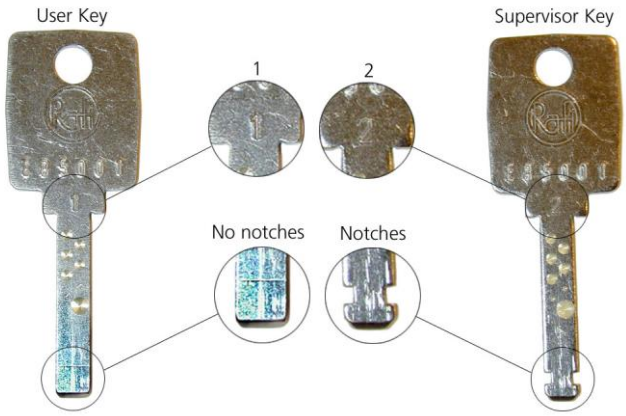
D. *Control Unit*.

Keys

There are two keys that specify the access level to the Ticket Printer.

User key

The User key is for the daily use of the Ticket Printer. With the user key it is possible to print Tickets but you cannot print Statistics Reports, change the prices or change the settings.



The User Key is marked with number 1 and has no notches. The Supervisor Key is marked with number 2 and has two notches.

Supervisor Key

The Supervisor Key gives the user access to the settings of the Ticket Printer. You can print Statistics Reports and change the settings.

Note! Keep the Supervisor Key in a safe place. Unauthorised persons must never get access to the settings.

Use the keys to select User or Supervisor Mode.

Hood

The hood protects the Ticket Roll and the Keys. The hood is locked to protect the inside from unauthorised tampering.

Note! The hood must be closed and locked when the Printer is used.

Ticket Roll

The Ticket Roll is placed under the hood of the Ticket Printer.

Paper feed button

A paper feed button is placed under the hood, on the left side as seen from the front:

Control Unit

The Control Unit is placed under the Printer. It is connected with a cable to the connector D on the back of the Printer.

Note: The printer can only issue tickets when the Control Unit is connected and powered.

2. Daily Use

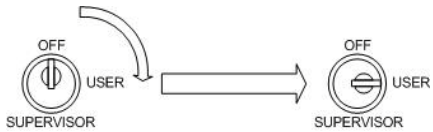
Topics in this chapter

Print Tickets 10
Multiple Tickets 10
Group Tickets 11
Means of Payment 11
Copies of Tickets 12
Corrections 12
Exchange cash 14
Exercise 15

The Q-Entry SE Ticket Printer is designed to be easy to use. This chapter describes the functions you use when you print Tickets.

Print Tickets

The User Key must be used to get Tickets.



Press one of the Ticket Buttons to print a Ticket. One Ticket is printed each time the key is pressed.

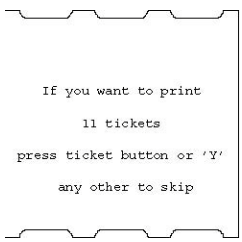
Multiple Tickets

Sometimes a group arrives and you want to print more than one Ticket for a customer. There are two ways to print multiple Tickets.

1. Press the Ticket Button one time for each Ticket. This option is always possible.
2. Use the Number Keys. ***Note!*** This option is not available on all Printers.

Use the Number Keys in the following way.

- Enter the number of Tickets you want to print then press one of the Ticket Buttons to print the Tickets. The Ticket Printer asks you to confirm your choice if you choose to print ten Tickets or more. The following Ticket is printed.



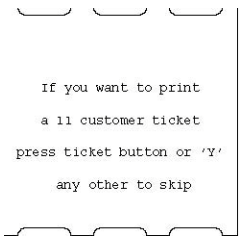
- Press the Ticket Button a second time to print the Tickets or press the space bar to abort the printout.

Group Tickets

Note! This option is not available on all Printers and it is not available if you can use the Number Keys to print multiple Tickets.

It is possible to print Tickets for groups. Use the Number Keys to enter the size of the group.

- Enter the number of persons in the group.
- Select one of the Ticket Buttons. You must confirm your choice if you want to print a Ticket for ten customers or more. The following Ticket is printed.



- Press the Ticket Button a second time to print the Ticket or press the space bar to abort the printout.

Means of Payment

If none of the Means of Payment buttons are pressed before issuing a ticket the printer will register the payment as *Cash*.

If the payment is of another type press the corresponding Means of Payment button immediately before pressing the Ticket Button.

Example1: Issuing two tickets paid with a debit card.

Press: *<2> <Debit Card> <Ticket Button>*

Example2: Issuing one ticket paid with a debit card.

Press: *<Debit Card> <Ticket Button>*

Copies of Tickets

Depending on a factory setting, this option is enabled or disabled.

When pressing Button number 15, a copy of the previous ticket is printed. Only one copy can be printed.

Corrections

Depending on a factory setting, this option is enabled or disabled.

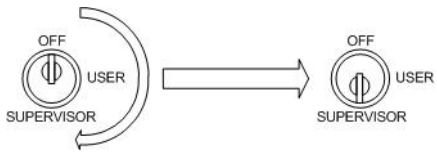
Corrections are used when the user presses the wrong Ticket Button or when a customer changes his mind. You must have access to the Supervisor Key to do corrections.

Save all the faulty Tickets so they can be corrected later. Make sure that it is possible to see which Ticket Buttons that were used to print the Tickets.

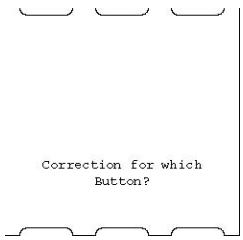
Note! The Corrections will be printed on the Statistics Reports as a separate entry.

Perform the following steps to do a correction.

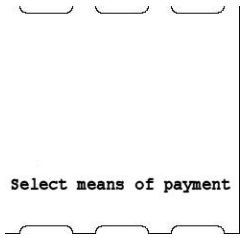
- Remove the Front Plate on the Ticket Printer so you can use the keyboard.
- Insert the Supervisor Key and turn it to the Supervisor Mode.



- You must manually enter the sum you want to correct so it is a good idea to calculate the sum before you continue.
- Press C on the keyboard.
- The Ticket Printer prints the following Ticket.

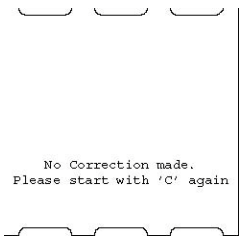


- Press the Ticket Button for which you want to make the correction. The following Ticket is printed.



- Press the Means of Payment Button for which you want to make the correction. The following Ticket is printed.

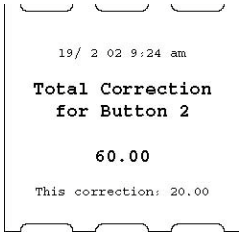
- You will get the following message if you press another key or an unused Ticket Button.



- Enter the amount for the correction. The following Ticket is printed.

- Press Y to confirm the amount otherwise press any other key to abort the correction.

- The Ticket Printer prints a Ticket that confirms the correction.



- Replace the Supervisor Key with the User Key.

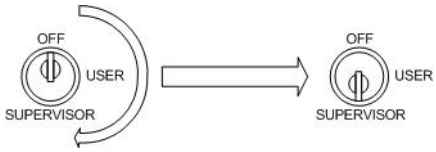
- Put back the Front Plate.

Exchange cash

The Exchange cash is the money in the till before the start of the sales.

Perform the following steps to enter the amount of exchange cash.

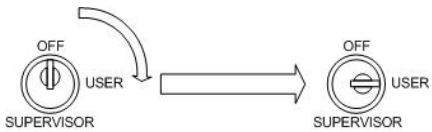
- Remove the Front Plate on the Ticket Printer so you can use the keyboard.
- Insert the Supervisor Key and turn it to the Supervisor Mode.



- You must manually enter the sum you want to correct so it is a good idea to calculate the sum before you continue.
- Press U on the keyboard.
- The Ticket Printer prints the following Ticket.

- Enter the amount of cash. A confirmation Ticket is printed.

- Replace the Supervisor Key with the User Key.



- Put back the Front Plate.

Exercise

Exercise mode is a mode of the printer where it is possible to use the printer in the normal way, printing tickets an so on, except that no actual sales are being made. It is mainly used for training purposes.

Entering the Exercise mode

Perform the following steps to put the printer in the Exercise mode.

- Remove the Front Plate on the Ticket Printer so you can use the keyboard.
- Insert the Supervisor Key and turn it to the Supervisor Mode.
- Press E on the keyboard.

- The Ticket Printer prints a Ticket with the text *Exercise mode: active*.

The Supervisor Mode must continue to be on.

Now it is possible to use the Ticket Printer like normal but no sales are being made.

Every ticket that is printed in the Exercise mode is overprinted with the text *Exercise* in a large font.

Note! Be careful: it is also possible to make (real) changes to settings and to print real X and Z Reports in the Exercise mode!

Ending the Exercise mode

To exit the Exercise mode, do either of the following,

- Press the E key again.
- The Ticket Printer prints a Ticket with the text *Exercise mode: inactive*.
- Replace the Supervisor Key with the User Key.

or

- Switch to User mode directly, without pressing the E key.

3. Price

Topics in this chapter

Edit Prices 18
Edit VAT Rates 20
Assign a VAT Rate Index to a Button 22

Prices are changing all the time (usually increasing). It is of great importance that the prices are easy to change in the system.

This chapter describes how you change prices and VAT rates in the Q-Entry SE Ticket Printer.

The system manages 4 VAT rates. These VAT rates are accounted for separately on the Z-reports.

Before using the system, in addition to setting a price for each button/product one of the 4 VAT rates must be selected.

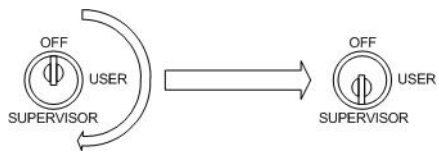
Note: When changing a VAT rate all buttons assigned to that VAT rate index will use that new rate.

Edit Prices

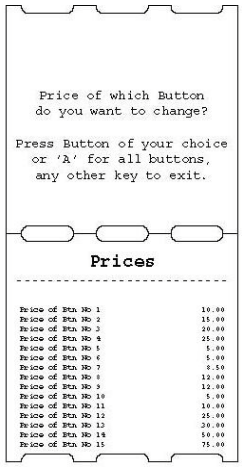
You must use the Supervisor Key to edit the price.

Follow these steps to change the price assigned to a Ticket Button.

- Remove the Front Plate.
- Insert the Supervisor Key.



- Press P on the keyboard. The Ticket Printer prints a Ticket with the current prices and asks you to select a Ticket Button. The action will be automatically aborted if no Ticket Button is pressed within some seconds.



Price of which Button
do you want to change?

Press Button of your choice
or 'A' for all buttons,
any other key to exit.

Prices

Price of Btn No 1	10.00
Price of Btn No 2	15.00
Price of Btn No 3	20.00
Price of Btn No 4	25.00
Price of Btn No 5	5.00
Price of Btn No 6	5.00
Price of Btn No 7	8.50
Price of Btn No 8	12.00
Price of Btn No 9	12.00
Price of Btn No 10	5.00
Price of Btn No 11	10.00
Price of Btn No 12	25.00
Price of Btn No 13	30.00
Price of Btn No 14	50.00
Price of Btn No 15	75.00

- Select the Ticket Button whose price you want to change. A Ticket is printed with the current price. Press the space bar if you want to exit without changes.

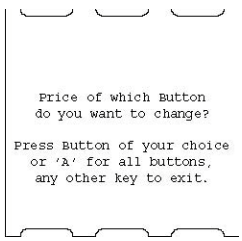
Present price of Btn 5

5.00

Type new price

Then Press Enter

- Type the new price and press ENTER. The new price is stored. Select another Ticket Button to continue to change prices or press the space bar to exit.



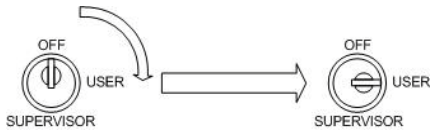
Price of which Button
do you want to change?

Press Button of your choice
or 'A' for all buttons,
any other key to exit.

- The Ticket Printer prints a Ticket with the new prices.

New Prices
Price of Btn Nb 1 10.00
Price of Btn Nb 2 15.00
Price of Btn Nb 3 20.00
Price of Btn Nb 4 25.00
Price of Btn Nb 5 15.00
Price of Btn Nb 6 5.00
Price of Btn Nb 7 0.50
Price of Btn Nb 8 12.00
Price of Btn Nb 9 14.00
Price of Btn Nb 10 5.00
Price of Btn Nb 11 10.00
Price of Btn Nb 12 20.00
Price of Btn Nb 13 30.00
Price of Btn Nb 14 50.00
Price of Btn Nb 15 75.00

- Put back the User Key.



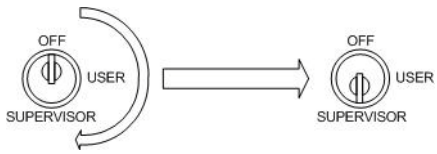
- Put back the Front Plate.

Edit VAT Rates

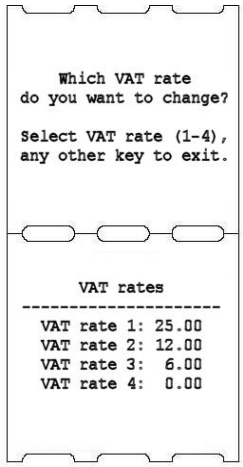
You must use the Supervisor Key to edit the VAT rates.

Follow these steps to change a VAT rate.

- Remove the Front Plate.
- Insert the Supervisor Key.



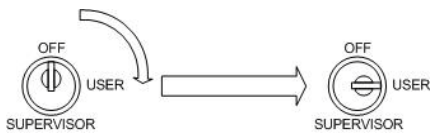
- Press L on the keyboard. The Ticket Printer prints a Ticket with the current VAT rates and asks you to select a VAT rate. The action will be automatically aborted if no VAT rate is selected within some seconds.



- Press 1, 2, 3 or 4 to select the VAT rate you want to change. A Ticket is printed with the current VAT rate. Press the space bar if you want to exit without changes.

- Type the new VAT rate and press ENTER. The new VAT rate is stored.
- The Ticket Printer prints a Ticket with the new VAT rates.

- Put back the User Key.



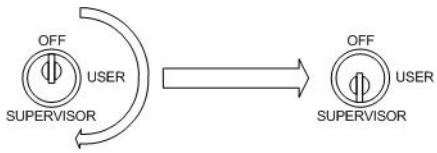
- Put back the Front Plate.

Assign a VAT Rate Index to a Button

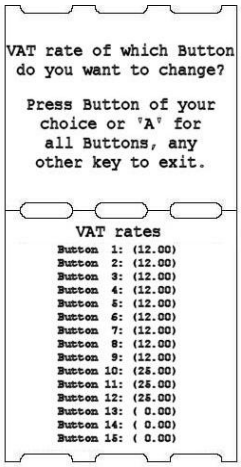
You must use the Supervisor Key to edit the VAT rates.

Follow these steps to change a VAT rate.

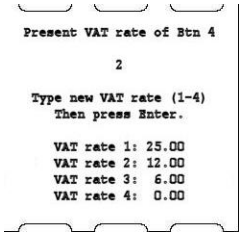
- Remove the Front Plate.
- Insert the Supervisor Key.



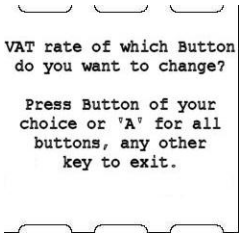
- Press O on the keyboard. The Ticket Printer prints a Ticket with the current VAT rate index assignments and asks you to select a Ticket Button. The action will be automatically aborted if no Ticket Button is selected within some seconds.


VAT rate of which Button do you want to change?
Press Button of your choice or 'A' for all Buttons, any other key to exit.
VAT rates
Button 1: (12.00)
Button 2: (12.00)
Button 3: (12.00)
Button 4: (12.00)
Button 5: (12.00)
Button 6: (12.00)
Button 7: (12.00)
Button 8: (12.00)
Button 9: (12.00)
Button 10: (25.00)
Button 11: (25.00)
Button 12: (25.00)
Button 13: (0.00)
Button 14: (0.00)
Button 15: (0.00)

- Select the Ticket Button whose VAT rate index you want to change. A Ticket is printed with the current assigned VAT rate index. Press the space bar if you want to exit without changes.



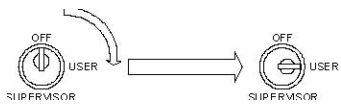
- Type the new VAT rate index and press ENTER. The new index is stored. Select another Ticket Button to continue to change VAT rates or press the space bar to exit.



- The Ticket Printer prints a Ticket with the new VAT rate index assignments.

New VAT rates
Button 1: 1 (12.00)
Button 2: 1 (12.00)
Button 3: 1 (12.00)
Button 4: 1 (12.00)
Button 5: 1 (12.00)
Button 6: 1 (12.00)
Button 7: 1 (12.00)
Button 8: 1 (12.00)
Button 9: 1 (25.00)
Button 10: 1 (25.00)
Button 11: 1 (25.00)
Button 12: 1 (25.00)
Button 13: 1 (0.00)
Button 14: 1 (0.00)
Button 15: 1 (0.00)

- Put back the User Key.



- Put back the Front Plate.

4. Ticket

Topics in this chapter

Ticket Text 26
Edit a Ticket Text 26
Shortcut keys 29
Special Characters..... 30
Control Codes..... 31
Special Codes..... 34
Example, change an existing Ticket..... 37
Example, design a new Ticket 40

The Tickets can contain text and logotypes. They can be made of thin low-cost paper or high quality coloured paper.

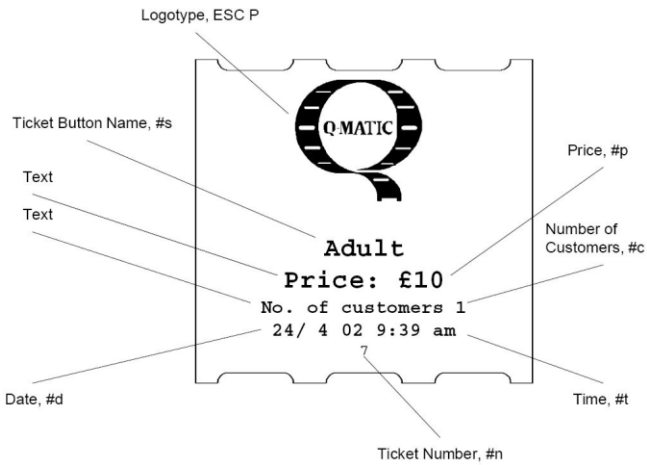
This chapter describes the Tickets and the way they are designed.

Ticket Text

The Ticket Text is a mix of plain text and codes. The codes specify the look of the text and the information from the system. There are two types of codes: Control Codes and Special Codes.

Control Codes specifies the layout of the Ticket.

Special Codes place system information on the Ticket, for example the price, time and date, etc.



This is a typical Ticket. There is a logotype placed with the ESC P Control Code. The Ticket Button Name specifies the type of Ticket. Text is printed exactly as it is specified in the Ticket text. Special Codes are used to print information such as price, number of customers, date and time. Control Codes and Special Codes are explained later in this chapter.

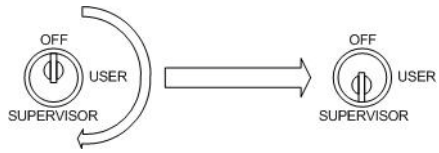
Edit a Ticket Text

To edit a plain text is easy but to use Control Codes and Special Codes is more complicated. We recommend that you start with small changes then continue to the more complicated changes when you are more familiar with the system.

We suggest that you do a drawing of the Ticket on a piece of paper. Write down the Codes and the plain text.

Here is a description of how you edit Ticket Texts.

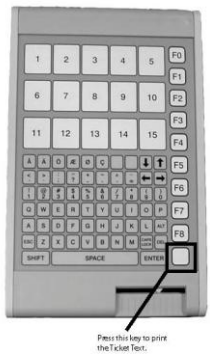
- Remove the Front Plate.
- Insert the Supervisor Key.



- Press T on the keyboard. The Ticket Printer prints a Ticket with the following text.

- Press the Ticket Button for which you want to edit the text. The Ticket Printer prints a Ticket with the current Ticket Text.

- The Ticket has a lot of cryptic text. It is the Control Codes and the Special Codes. The Control Codes consist of a @ character, a letter and a number. The @ is the ESC key on the keyboard. Common control codes are @h that specifies the height of the characters and @b that specifies the width of the characters.
- The Special Codes consist of a # character and a letter. Common Special Codes are #p - Ticket Price, #c - Number of customers on the Ticket, #d - date, #t - time and #n - Ticket Number. The Ticket Printer automatically inserts the correct values at the positions of the Special Codes.
- Edit the Ticket text. Use the arrow keys to move the cursor. The cursor is shown as a rectangle or as an inverted character on the Ticket. Press the key in the bottom right corner of the keyboard to print a Ticket with the current cursor position and the latest text changes.



- Use the DEL key to delete a character or the F2 key to delete the line where the cursor is placed.
- When you have concluded all your changes, press the Ticket Button again. The Ticket Printer prints a test Ticket. All Control Codes are used but the Special Codes are not replaced by their corresponding values.

- Press T and continue to edit if you are not satisfied with the Ticket. Remove the Supervisor Key and insert the User Key if you are satisfied with the Ticket and want to use it.

- You can press the Ticket Button to test the Ticket but remember that all printed Tickets are stored in the statistics. Use Correction (See "Corrections" on page 12.) to remove the Ticket from the statistics.
- Put back the Front Plate.

Shortcut keys

There are some keys and key combinations that will make it easier to edit the Tickets.

Note! Keys are always pressed one by one in sequence, never at the same time. Never press the ALT key or the SHIFT key at the same time as another key.

The following keys can be used when you edit Tickets.

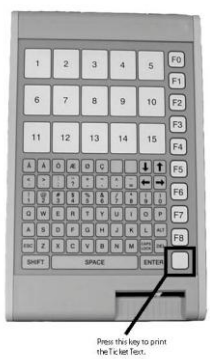
F0
Copy the current Ticket Text to all Ticket Buttons with higher numbers.

F1
Copy the current line to all Ticket Buttons with higher numbers.

F2
Delete the current line.

F3
Change between Insert Mode (default) and Over write Mode. In Over write Mode the new text over writes the existing text.

Number Button 9
Print the current Ticket Text. Use this button to print a Ticket during the edit of the Ticket Text. The Ticket shows you the current position of the cursor and the latest changes in the Ticket Text.



ALT + Up Arrow
Move the cursor to the first line.

ALT + Down Arrow
Move the cursor to the last line.

ALT + Right Arrow
Move the cursor to the end of the line.

ALT + Left Arrow
Move the cursor to the start of the line.

Special Characters

It is possible to print other characters than those shown on the keyboard. Enter ALT SHIFT and a three-digits number to insert the character into the ticket text.

Note! Do not press the keys at the same time. Press ALT then SHIFT then the three digits.

Examples

```
Euro Symbol (€): ALT SHIFT 128
Pound Symbol (£): ALT SHIFT 163
```

Control Codes

The Control Codes specify the layout of the Tickets.

All Control Codes consist of ESC a letter and a number. ESC is replaced with @ on the Tickets printed while you edit the text. ESC specifies that it is a Control Code and not plain text.

The letter specifies the type of Control Code. The number is the value used by the Control Code.

Here is a list with all Control Codes. [ESC] is the ESC key on the keyboard and x must be replaced with a valid value.

[ESC]B*x*
Specify the width of the text compared to the normal width of the selected font. ***Note!*** The Control Command only affects one line. The following values are valid.

```
0       Half the normal width
1       Normal width
2       Two times the normal width
3       Three times the normal width
4       Four times the normal width, etc.
```

Note! You will get an error message if the text becomes too long for the line. Reduce the text width until the text can be printed on one line.

[ESC]C*x*
Print bar code on the Ticket. The Control Code is placed in front of the number. Use [ESC]B and [ESC]H to specify the size of the code. The following bar codes are available.

```
0       Code - 2/5
1       EAN 13
2       Interleaved Code - 2/5
3       Code 39
```

Example
Print the Ticket Number as a bar code.

```
@h5@b3@c1 #n
```

The first Control Codes specify the height (@h5) and the width (@b3) of the bar code. The last Control Code selects bar code type EAN 13. #n is the Special Code for the Ticket Number.

[ESC]E
This is used as the end of a bar code. All bar codes except EAN 13 must end with [ESC]E.

Example
Print the same Ticket Number as in the example above but use Code 39 instead of EAN 13.

```
@h5@b3@c3#n@E
```

[ESC]F*x*
Specify the character set used by the Q-Entry SE Ticket Printer. The following character sets are available.

```
1       Default Q-Entry character set.
2       Q-Matic SD set
3       ANSI
```

[ESC]G*x*
Select the font for the selected line. ***Note!*** The Control Code only affects one line. The following fonts are available. Font 1 is the default font and will be used if no other font is selected.

```
1       Q-MATIC Standard (6 x 10)
2       IBM PC Standard (6 x 10)
3       IBM PC Standard (8 x 14)
4       IBM PC Standard (6 x 8)
5       Times New Roman 16 x 28
```

[ESC]H*x*
Specify the height of the characters compared to the standard height for the selected font. ***Note!*** The Control Command only affects one line. The following values are valid.

```
1       The font height is 1/8 of the normal height.
2       The font height is ¼ of the normal height.
3       The font height is ½ of the normal height.
4       The normal font height.
5       The font height is two times the normal height.
```

[ESC]I
Print with an inverted font on the selected line. The characters are white and the background is coloured.

[ESC]L
Align the selected line to the left.

[ESC]M*x*
Specify the position of the centre line. The centre line specifies the centre of the Ticket. The position is the number of pixels from the left of the Ticket. Normally

the centre line is at position 224 which is the middle of the Ticket (the Ticket is 448 pixels wide).

Enter a value less than 224 to move the centre line to the left. Enter a value above 224 to move the centre line to the right.

Note! This Control Command affects the line where it is entered and all lines above.

[ESC]N
The text on the selected line is centred on the Ticket. This is the default setting and the text will be automatically centred even if the Control code is omitted.

Note! [ESC]Mx (see above) affects the result of [ESC]N.

[ESC]P"*filename*"AT*x*,*y*
Place a logotype or any other picture on the Ticket. Replace file name with the name of the picture file. ***Note!*** The picture must be available in the Ticket Printer.

Note! There must be no spaces between the Control Command, the file name and the co-ordinates.

Note! The file name must be inside quotation marks ("").

The picture is places at the position specified by *x* and *y*. X is the number of pixels from the left edge of the Ticket and to the left side of the picture. Y is the number of pixels from the bottom of the Ticket and to the bottom of the picture.

Example
We want to place a logotype at the top of the Ticket. The logotype is saved as logo.pic. The following line places the logotype on the Ticket.

```
@p"logo.pic"at20,200
```

[ESC]R
Align the selected line to the right.

[ESC]S
Print all digits on the line with enlarged characters. This Control Code is used when you want a number to have a dominating appearance. You can use [ESC]S together with change width ([ESC]B) and change height ([ESC]H).

Note! You cannot use [ESC]S together with select font ([ESC]G).

[ESC]U
Print the text on the line upside-down.

[ESC]Y*x*

Move the line above and below the current line the number of steps specified by x. One step is 0.1089 mm. Maximum value of x is 65535.

Note! 65535 is the theoretical maximum value. This is 7137 mm or more than 7 meters. This is of course an impossible value. We recommend that you never use a value above 60.

[ESC]Z*x*
Move all lines above the current line upwards. Specify the number of steps (x) that the lines should be moved. One step is 0.1089 mm. Maximum value of x is 65535.

Note! 65535 is the theoretical maximum value. This is 7137 mm or more than 7 meters. This is of course an impossible value. We recommend that you never use a value above 60.

Special Codes

Special Codes place information on the Tickets. All Special Codes start with a # character followed by a letter. The letter specifies the type of Special Code.

Press SHIFT then the #/3 key to get #. ***Note!*** Never press SHIFT at the same time as another key. It must be pressed before the key it should affect.

The Special Codes are replaced by information from the Q-Entry SE Ticket Printer. This information is not placed on the Ticket while you edit the Ticket. The Special Codes are printed on the Ticket when you make a test print. The real information is printed when you use the User Key and prints real Tickets.

The Control Codes affect the information printed at the position for the Special Codes. You can use the Control Codes to change the size of the information, to print it as bar code, etc.

The following Special Codes are available.

#a1, #a2, #a3
Address row 1, 2 and 3.

#c
Print the number of customers on the Ticket. This information is important if you can use the Number Buttons to specify the number of customers for a Ticket.

#d
Print the current date on the Ticket.

#d + *x*

Add x days to the current date.

Example

```
#d+10
```

Add 10 days to the current date. If it is 13 March then 23 March will be printed on the Ticket.

#e

Print the price in Euros. This Special Code was used when prices had to be in both the local currency and in Euro.

#f

Control Unit ID. A string that uniquely identifies the Control unit.

#g, #g(1,12)

Transactions ID. The first number in the parenthesis is the offset and the second number is the number of characters to print. The example will print the first 12 characters of the ID.

#i

Machine ID (POS id). A string that uniquely identifies the printer.

#k

Print the Sales Period ID on the Ticket. This ID is changed to a new value every time the Z-Report is printed.

#m

Print the VAT on the Ticket. The percentage of the VAT is specified in the settings.

#n*x*

Print the Ticket Number on the Ticket. There are sixteen Ticket Number Sequences. Enter 1 to 15 after n to select one of the sequences. Ticket Number Sequence 16 is used as a common sequence shared by all Ticket Buttons and you omit the sequence number (type only #n) to get Ticket Number sequence 16.

The Ticket Number Sequence is only increased when it is printed on the Ticket.

You can use the same Ticket Number Sequence many times at the same Ticket; the same number will be printed at all positions.

You can use more than one Ticket Number Sequence on a Ticket, for example the common sequence (#n) and a specified sequence (for example #n5).

#o
Organization number.

#p
Print the total price for all customers on the Ticket. This is the price including VAT.

#q
This is a special sequence counter. It is not reset when a Z-report is generated.

#s
Print the Ticket Button Name on the Ticket.

#t
Print the current time on the Ticket.

#u
Means of payment.

#w
Prints the Vat Rate expressed in percent.

#x
Company name. Use this together with #a and #o to print the company details on a ticket.

#{WA(text)}
Command for specifying the resulting width of a text.

W - width, expressed in numbers of characters.

A - alignment:

L - Left aligned, padding is done to the right

R - Right aligned, padding is done to the left

C - Centred, padding is done evenly on both sides

Examples:

#{10L(#s)} - prints the Button Name left aligned, width 10 characters

#{8R(#p)} - prints the Price right aligned, width 8 characters

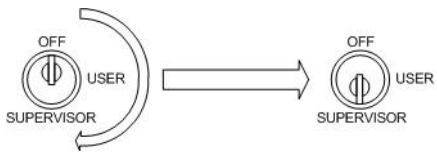
#{15C(#u)} - prints the Means of Payment centred, width 15 characters

Example, change an existing Ticket

In this example we will make a small change in an existing Ticket Text. The current Ticket looks like this figure.

We want to change the word "customers" to "visitors" and we want to reduce the size of the last line with date, time and Ticket Number. We want to change the text for Ticket Button 14 and 15.

- Insert the Supervisor Key and turn it into the Supervisor Mode.



- Remove the Front Plate so you can use the keyboard.
- Press T on the keyboard. The Ticket Printer prints the following Ticket.

- Press Ticket Button 14. The Ticket Printer prints a Ticket with the current Ticket Text.

- We want to place the cursor at "c" in "customers". Press five times at the down arrow key to place the cursor at the first character of the line. Press Number Key 9 to print a Ticket with the current position of the cursor.

- Press six times on the right arrow key to place the cursor at "c". Press Number Key 9 to print a Ticket with the current position of the cursor.

- We use the DEL key to delete all characters in "customers". Press Number Key 9 to make sure that you do not delete any other characters.

- Type "visitors". Press Number Key 9 to check the result.

- Press the down arrow one time to place the cursor at the start of the line with time and date.

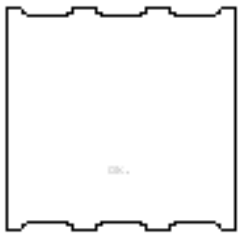
- Enter [ESC]h2[ESC]b0 to reduce the size of the text. ***Note!*** [ESC] is replaced with @ in the printout of the Ticket Text.

- Press Ticket Button 14 to get a preview of the Ticket.

- The next step is to copy this Ticket Text to Ticket Button 15. Press T on the keyboard then press Ticket Button 14.

- Press F0 to copy the current Ticket Text to all Ticket Buttons with a higher number. In this case we copy the Ticket text from Ticket Button 14 to Ticket Button 15.

- Press "y" to confirm your action. The Ticket Printer prints an OK Ticket and after some seconds a preview of the Ticket Text.



- The Ticket Text for Ticket Button 14 and 15 are changed into the new text. Replace the Front Plate.
- Remove the Supervisor Key and insert the User Key. Turn the User Key into User Mode. The Ticket Printer is ready to use.

Note! You can test the new Tickets but all Tickets are stored in the statistics. Use Correction to remove test Tickets from the statistics. See "Corrections" on page 12.

Example, design a new Ticket

We want to design a completely new Ticket. We want the following Ticket.

```
LOGOTYPE
"Price:" nn.nn
"VAT:" nn.nn
Date time
Ticket Number
```

We want the price to be clearly visible. The VAT should be smaller than the price. Date and Time should be larger than VAT but smaller than the price. The Ticket Number should be in the same size as the VAT.

The logotype is stored in a file called logo.pic.

We write the code at a piece of paper before we do anything at the printer.

```
[ESC]p"logo.pic"at20,200
[ESC]h3[ESC]b3Price:#p
[ESC]h2[ESC]b0VAT:#m
#d #t
[ESC]h2[ESC]b0#n
```

We want all Tickets to look like this.

Now we want to enter this text into the Ticket Printer.

- Insert the Supervisor Key and turn it into the Supervisor Mode.
- Remove the Front Plate so you can use the keyboard.
- Press T on the keyboard. The Ticket Printer prints the following Ticket.

- Select Ticket Button 1. The current Ticket Text is printed.

- We want to remove the current text. Place the cursor at each of the lines and press F2 to delete the line. Press Number Button 9 to see the current position of the cursor and the Ticket Text.

- Remove all lines, even those without text. Now we have a completely empty Ticket. Enter the Ticket Text. Press Number Button 9 regularly to check the current position of the cursor and the Ticket Text.

- Press Ticket Button 1 to get a preview of the Ticket. Press T and Ticket Button 1 again. Edit the Ticket Text if there were any errors. Press Ticket Button 1 to get a new preview of the Ticket.

- When you are satisfied with the Ticket Text you should press T and Ticket Button 1. Then press F0 to copy the Ticket Text to all Ticket Buttons.

- Now you have a completely new Ticket.

- Replace the Front Plate.
- Remove the Supervisor Key and insert the User Key. Turn the User Key into User Mode. The Ticket Printer is ready to use.

Note! You can test the new Tickets but all Tickets are stored in the statistics. Use Correction to remove test Tickets from the statistics. See “Corrections” on page 12.

5. Statistics

Topics in this chapter

Stored Information 46
Statistics Reports 46
Cash Commitment 47

To store information for future use is a necessity for an Admission and Ticketing System.

The Q-Entry SE Ticket Printer stores all information in a safe way so it can be used in Statistics Reports.

Stored Information

Q-Entry SE stores information each time a Ticket Button is pressed. It stores the number of customers for each Ticket Button and within each Time Period. It also stores the total sum of money for each Ticket Button and within each Time Period.

A Time Period is thirty minutes. The day is divided into 48 Time Periods.

The information is stored in a safe way. A battery backup guarantees that the information survives power cuts.

Statistics Reports

The Statistics Reports are based on the stored statistics. They present the information in a way that is easy to read. The following Statistics Reports are available. You must always use the Supervisor Key to print a Statistics Report.

X-Report

The X-Report informs you of total sales and sale per button since the latest Z-Report was printed. The Ticket Printer deletes no information when you print an X-Report.

Z-Report

The Z-Report informs you of total sales and sale per button since the latest Z-Report was printed. ***Note!*** The Ticket Printer deletes all information used in the Z-Report and the X-Report when you print a Z-Report.

Sales Report

The Sales Report shows the number of customers and the sales for each month during the year.

Customer Report

The Customer Report shows the number of customers for each Ticket Button and for each month during the year.

Number of Customers Report

The Number of Customers Report is the total number of customers since the latest Z-Report.

Cash Commitment

It is possible to specify that the Cash Commitment must be entered before you can print an X-Report or a Z-Report; see page 76.

The Cash Commitment is the amount of money in the till when you print an X-Report or a Z-Report.

This value is compared to the total value in the Z-Report and the X-Report.

The Printer asks for the Cash Commitment once every sales period. The question will not be asked again until you have printed a Z-Report.

6. X-Report

Topics in this chapter

To print the Report 50
The information on the X-Report 52

The X-Report is usually used for current sales information. There are three types of X-Report: for all buttons with total sales, for one button, and total sales only.

This chapter describes the X-Report and its contents.

To print the Report

You must always use the Supervisor Key to print a Statistics Report.

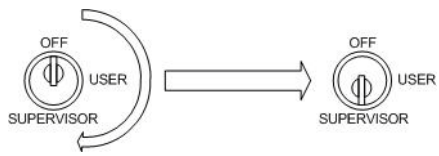
The X-Report is a summary of all operations since the latest Z-Report. The X-Report does not delete any information from the statistics.

You can select the contents of the X-Report. The following options are available.

1. Print a Report for all Ticket Buttons and the total sales.
2. Print a Report for one Ticket Button.
3. Print a Report with the total sales.

Follow these steps to print an X-Report.

- Remove the Front Plate.
- Insert the Supervisor Key.



- Press the X key on the keyboard.
- If you have selected that Cash Commitment should be used then the Ticket Printer asks you to enter the cash. ***Note!*** The Cash Commitment option may be disabled. In such cases there will be no question.

- Count the money in the till and subtract the money you started with. Enter the sum and press ENTER.

Note! The Ticket Printer asks this question only once. The question will not be repeated until a Z-Report is printed.

- You must confirm the value. Press Y on the keyboard to confirm the value or press any other key to ignore the entered value. You must press X to start a new printout if you chose to ignore the entered value. The following Ticket is printed if you abort the printout.

- The following Ticket is printed if you confirmed the entered Cash Commitment. You will get this Ticket immediately if the Cash Commitment option is disabled.

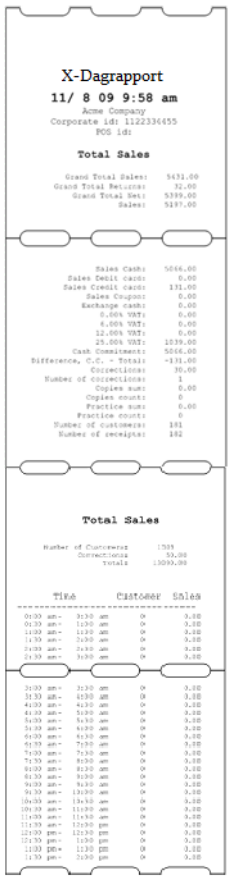
- It is now time to select the contents of the X-Report.
- Press *A* or *Number Button 1* on the keyboard to print a report that contains information about all Ticket Buttons and the total sales.
- Press the *Space bar* or *Number Button 0* on the keyboard to print a report that contains the total sales but no information about the Ticket Buttons.
- Press a *Ticket Button* to print a report that contains information about the selected Ticket Button but not the total sales.

The printout starts immediately.

- Read the Statistics Report and check if you must do any correction. Replace the Supervisor Key with the User Key when you do not want to print any more reports.
- Put back the Front Plate.

The information on the X-Report

The X-Report contains the sale of Tickets made after the latest Z-Report was printed. Here are two examples: Button 2 and all buttons.



X-Dagrapport

11/ 8 09 9:58 am

Acme Company
Corporate id: 1122336455
POS id:

Total Sales

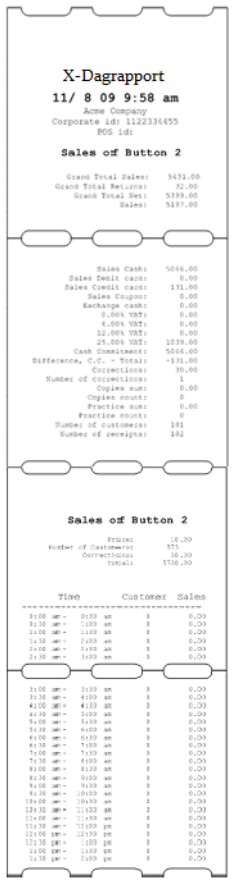
Grand Total Sales:	5431.00
Grand Total Returns:	32.00
Grand Total Net:	5399.00
Sales:	5197.00

Sales Cash:	5066.00
Sales Debit cards:	0.00
Sales Credit cards:	131.00
Sales Coupon:	0.00
Exchange cash:	0.00
0.00% VAT:	0.00
6.00% VAT:	0.00
12.00% VAT:	0.00
25.00% VAT:	1039.00
Cash Commitment:	5066.00
Difference, C.C. - Totals:	-131.00
Corrections:	30.00
Number of corrections:	1
Copies sum:	0.00
Copies count:	0
Practice sum:	0.00
Practice count:	0
Number of customers:	181
Number of receipts:	182

Total Sales

Number of Customers:	1505
Corrections:	50.00
Totals:	13099.00

Time		Customer	Sales
0:00 am -	0:30 am	0	0.00
0:30 am -	1:00 am	0	0.00
1:00 am -	1:30 am	0	0.00
1:30 am -	2:00 am	0	0.00
2:00 am -	2:30 am	0	0.00
2:30 am -	3:00 am	0	0.00
3:00 am -	3:30 am	0	0.00
3:30 am -	4:00 am	0	0.00
4:00 am -	4:30 am	0	0.00
4:30 am -	5:00 am	0	0.00
5:00 am -	5:30 am	0	0.00
5:30 am -	6:00 am	0	0.00
6:00 am -	6:30 am	0	0.00
6:30 am -	7:00 am	0	0.00
7:00 am -	7:30 am	0	0.00
7:30 am -	8:00 am	0	0.00
8:00 am -	8:30 am	0	0.00
8:30 am -	9:00 am	0	0.00
9:00 am -	9:30 am	0	0.00
9:30 am -	10:00 am	0	0.00
10:00 am -	10:30 am	0	0.00
10:30 am -	11:00 am	0	0.00
11:00 am -	11:30 am	0	0.00
11:30 am -	12:00 pm	0	0.00
12:00 pm -	12:30 pm	0	0.00
12:30 pm -	1:00 pm	0	0.00
1:00 pm -	1:30 pm	0	0.00
1:30 pm -	2:00 pm	0	0.00



X-Dagrapport

11/ 8 09 9:58 am

Acme Company
Corporate id: 1122336455
POS id:

Sales of Button 2

Grand Total Sales:	5431.00
Grand Total Returns:	32.00
Grand Total Net:	5399.00
Sales:	5197.00

Sales Cash:	5066.00
Sales Debit cards:	0.00
Sales Credit cards:	131.00
Sales Coupon:	0.00
Exchange cash:	0.00
0.00% VAT:	0.00
6.00% VAT:	0.00
12.00% VAT:	0.00
25.00% VAT:	1039.00
Cash Commitment:	5066.00
Difference, C.C. - Totals:	-131.00
Corrections:	30.00
Number of corrections:	1
Copies sum:	0.00
Copies count:	0
Practice sum:	0.00
Practice count:	0
Number of customers:	181
Number of receipts:	182

Sales of Button 2

Prices:	10.00
Number of Customers:	573
Corrections:	30.00
Total:	5730.00

Time		Customer	Sales
0:00 am -	0:30 am	3	0.00
0:30 am -	1:00 am	3	0.00
1:00 am -	1:30 am	3	0.00
1:30 am -	2:00 am	3	0.00
2:00 am -	2:30 am	3	0.00
2:30 am -	3:00 am	3	0.00
3:00 am -	3:30 am	3	0.00
3:30 am -	4:00 am	3	0.00
4:00 am -	4:30 am	3	0.00
4:30 am -	5:00 am	3	0.00
5:00 am -	5:30 am	3	0.00
5:30 am -	6:00 am	3	0.00
6:00 am -	6:30 am	3	0.00
6:30 am -	7:00 am	3	0.00
7:00 am -	7:30 am	3	0.00
7:30 am -	8:00 am	3	0.00
8:00 am -	8:30 am	3	0.00
8:30 am -	9:00 am	3	0.00
9:00 am -	9:30 am	3	0.00
9:30 am -	10:00 am	3	0.00
10:00 am -	10:30 am	3	0.00
10:30 am -	11:00 am	3	0.00
11:00 am -	11:30 am	3	0.00
11:30 am -	12:00 pm	3	0.00
12:00 pm -	12:30 pm	3	0.00
12:30 pm -	1:00 pm	3	0.00
1:00 pm -	1:30 pm	3	0.00
1:30 pm -	2:00 pm	3	0.00

1	Sequence Number	The Sequence Number is increased by 1 each time you print the X-Report. It is not possible to reset the Sequence Number. The Sequence Number is an accounting verification.
2	Date and time	The date and time when the X-Dagrapport was generated.
3	Company name	The company name registered in this ticket printer.
4	Corporate id	The corporate id registered in this ticket printer.
5	POS id	The POS id registered in this ticket printer.
6	Grand Total Sales	The total sum for all sales made from this Ticket Printer.
7	Grand Total Returns	The total sum for all returns made from this Ticket Printer.
8	Grand Total Net	The total sum net sales made from this Ticket Printer.
9	Sales	This is the total sum for all sales shown on this X-Report.
10	Sales - Cash / Debit card / Credit card / Coupon	This is the sales for each Means of Payment on this X-Report. Note: the types of Means of Payment available depend on the configuration.
11	Exchange cash	This is the amount of exchange money in the till.
12	VAT sales	This is the VAT amount of each VAT rate on this X-Report. Note: the VAT rates available depend on the configuration.

13	Corrections / Number of Corrections	This is the sum of all corrections and the number of corrections, on this X-Report.
18	Copies sum / Copies count	This is the sum of the amounts on the ticket copies printed and the number of ticket copies, on this X-Report.
19	16 Practice sum / Practice count	This is the sum of the amounts on the practice tickets printed and the number of practice tickets, on this X-Report.
20	Number of Customers	This is the the number of customers, on this X-Report. Several customers can enter on one ticket.
21	Number of Receipts	This is the the number of tickets printed, on this X-Report
22	Product Sales	This is the sale for each Time Period. *Time – Customers – Sales*.

7. Z-Report

Topics in this chapter

To print the Report 56
The information on the X-Report 57
Print old Z-Reports 61

The Z-Report is a summary of all sales since the latest Z-Report. It is usually used as verification for the bookkeeping.

This chapter describes the Z-Report and its contents.

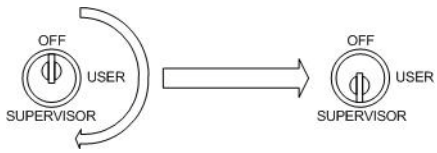
To print the Report

You must always use the Supervisor Key to print a Statistics Report.

The Z-Report deletes all information used in the X-report and the Z-Report.

Follow these steps to print a Z-Report.

- Remove the Front Plate.
- Insert the Supervisor Key.



- Press the Z key on the keyboard.
- If you have selected that Cash Commitment should be used then the Ticket Printer asks you to enter the cash. ***Note!*** The Cash Commitment option may be disabled. In such cases the Z-Report will be printed immediately.

- Count the money in the till and subtract the money you started with. Enter the sum and press ENTER.

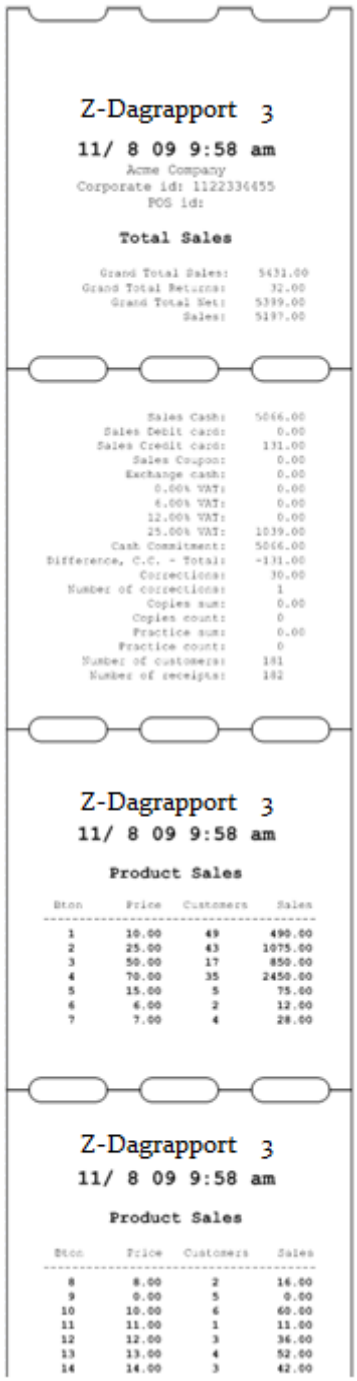
Note! The Ticket Printer asks this question only once. The question will not be repeated until a Z-Report is printed.

- You must confirm the value. Press Y on the keyboard to confirm the value or press any other key to ignore the entered value. You must press Z to start a new printout if you chose to ignore the entered value. The following Ticket is printed if you abort the printout.

- The Ticket Printer prints the Z-Report.
- Read the Statistics Report and check if you must do any correction. Replace the Supervisor Key with the User Key when you do not want to print any more reports.
- Put back the Front Plate.

The information on the Z-Report

The Z-Report is a summary of all sales since the latest Z-Report.



Z-Dagrapport 3

11/ 8 09 9:58 am

Acme Company
Corporate id: 1122336455
POS id:

Total Sales

Grand Total Sales:	5431.00
Grand Total Returns:	32.00
Grand Total Net:	5399.00
Sales:	5197.00

Sales Cash:	5066.00
Sales Debit card:	0.00
Sales Credit card:	131.00
Sales Coupon:	0.00
Exchange cash:	0.00
0.00% VAT:	0.00
6.00% VAT:	0.00
12.00% VAT:	0.00
25.00% VAT:	1039.00
Cash Commitment:	5066.00
Difference, C.C. - Total:	-131.00
Corrections:	30.00
Number of corrections:	1
Copies sum:	0.00
Copies count:	0
Practice sum:	0.00
Practice count:	0
Number of customers:	181
Number of receipts:	182

Z-Dagrapport 3

11/ 8 09 9:58 am

Product Sales

Btn	Price	Customers	Sales
1	10.00	49	490.00
2	25.00	43	1075.00
3	50.00	17	850.00
4	70.00	35	2450.00
5	15.00	5	75.00
6	6.00	2	12.00
7	7.00	4	28.00

Z-Dagrapport 3

11/ 8 09 9:58 am

Product Sales

Btn	Price	Customers	Sales
8	8.00	2	16.00
9	0.00	5	0.00
10	10.00	6	60.00
11	11.00	1	11.00
12	12.00	3	36.00
13	13.00	4	52.00
14	14.00	3	42.00

1	Sequence Number	The Sequence Number is increased by 1 each time you print the Z-Report. It is not possible to reset the Sequence Number. The Sequence Number is an accounting verification.
2	Date and time	The date and time when the Z-Report was generated.
3	Company name	The company name registered in this ticket printer.
4	Corporate id	The corporate id registered in this ticket printer.
5	POS id	The POS id registered in this ticket printer.
6	Grand Total Sales	The total sum for all sales made from this Ticket Printer.
7	Grand Total Returns	The total sum for all returns made from this Ticket Printer.
8	Grand Total Net	The total sum net sales made from this Ticket Printer.
9	Grand Total Corrections	The total sum for all corrections made from this Ticket Printer.
10	Grand Total Net	The difference between Grand Total Sales and Grand Total Corrections.
11	Sales	This is the total sum for all sales shown on this Z-Report.
12	Sales - Cash / Debit card / Credit card / Coupon	This is the sales for each Means of Payment on this Z-Report. Note: the types of Means of Payment available depend on the configuration.
13	Exchange cash	This is the amount of exchange money in the till.
14	VAT sales	This is the VAT amount of each VAT rate on this Z-Report. Note: the VAT rates available depend on the configuration.

15	Cash Commitment	The Cash Commitment was entered before the Z-Report was printed. This is the amount of money in the till when you have subtracted the start money (the money in the till when you started to sell the Tickets). Note: this information is only printed if the Cash Commitment function is active.
16	Difference C.C. - Total	This is the difference between the Cash Commitment and the Sales. There is something wrong if the difference is not 0. You must trace the cause of the difference. A negative difference means a cash deficit. A positive difference means a cash surplus. Note: this information is only printed if the Cash Commitment function is active.
17	Corrections / Number of Corrections	This is the sum of all corrections and the number of corrections, on this Z-Report.
18	Copies sum / Copies count	This is the sum of the amounts on the ticket copies printed and the number of ticket copies, on this Z-Report.
19	16 Practice sum / Practice count	This is the sum of the amounts on the practice tickets printed and the number of practice tickets, on this Z-Report.
20	Number of Customers	This is the the number of customers, on this Z-Report. Several customers can enter on one ticket.
21	Number of Receipts	This is the the number of tickets printed, on this Z-Report
22	Product Sales	This is a list of the sales for each of the Ticket Buttons (1 - 15), on this Z-Report: *Button number - Price on the button - Number of Customers - Sales*.

Print old Z-Reports

It is possible to print old Z-Reports. To print a report, enter the Sequence Number before you press Z to select one of the stored Z-Reports. The Ticket Printer prints no Z-Report if you enter a Sequence Number that is not stored in the memory.

8. Sales Report

Topics in this chapter

To print the Report 64
The information on the X-Report 64

The Sales Report shows the number of customers and the sales for each month during a year.

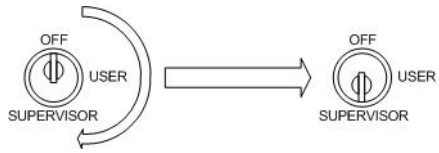
This chapter describes the Sales Report and its contents.

To print the Report

You must always use the Supervisor Key to print a Statistics Report.

Follow these steps to print a Sales Report.

- Remove the Front Plate.
- Insert the Supervisor Key.



- Press the M key on the keyboard.
- The Ticket Printer prints the Sales Report.
- Read the Statistics Report and check if you must do any correction. Replace the Supervisor Key with the User Key when you do not want to print any more reports.
- Put back the Front Plate.

The information on the Sales Report

The following information is shown on the Sales Report.

1 Total year

This is the total number of customers and the total sales for the latest twelve months.

2 Customer

The customer column is the number of customers for each month.

3 Sales

The sales column is the total sales for each month.

9. Customer Report

Topics in this chapter

To print the Report 68
The information on the X-Report 69

The Customer Report shows the number of customers for each Ticket Button and month.

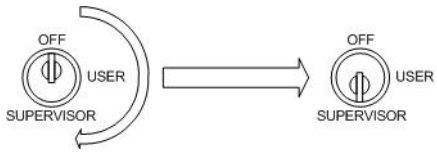
This chapter describes the Customer Report and its contents.

To print the Report

You must always use the Supervisor Key to print a Statistics Report.

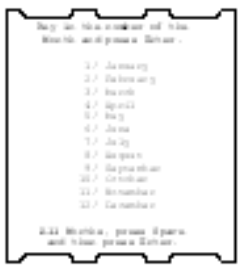
Follow these steps to print a Customer Report.

- Remove the Front Plate.
- Insert the Supervisor Key.



- Press the A key on the keyboard.
- You can choose if you want a report that covers one month or a year (January to December).

  The Ticket Printer prints a Ticket that asks you to select a month or to press the space bar to select all months.



- Enter the number in front of the month and ENTER to print a Statistics Report that covers that month. Press the space bar and ENTER to print a Statistics Report that covers all months.
- The Ticket Printer prints the Customer Report.
- Read the Statistics Report and check if you must do any correction. Replace the Supervisor Key with the User Key when you do not want to print any more reports.
- Put back the Front Plate.

The information on the Customer Report

•

The following information is shown on the Customer Report.

1 All Months or month

There will be a page with a summary for all months (January to December) if the report covers a year. The month name is printed here if the report only covers one month.

2 Ticket Button

There is one line for each Ticket Button

3 Customers

The number of customers for the Ticket Buttons.

10. Number of Customers Report

Topics in this chapter

To print the Report 72
The information on the X-Report 73

The Number of Customers Report shows the number of customers since the latest Z-report.

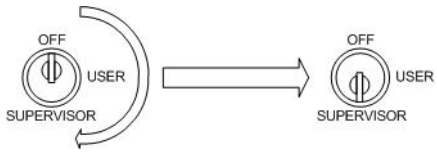
This chapter describes the Number of Customers Report and its contents.

To print the Report

You must always use the Supervisor Key to print a Statistics Report.

Follow these steps to print a Customer Report.

- Remove the Front Plate.
- Insert the Supervisor Key.



- Press the K key on the keyboard.
- The Ticket Printer prints the Number of Customers Report.
- Read the Statistics Report and check if you must do any correction. Replace the Supervisor Key with the User Key when you do not want to print any more reports.
- Put back the Front Plate.

The information on the Number of Customers Report

The following information is shown on the Number of Customers Report.

1 Date and Time

The date and time the Statistics Report was printed.

2 Customers

This is the number of customers since the last Z-Report.

11. Total Report

Topics in this chapter

To print the Report 76

The Total Report shows the total number of Tickets and the total sale since the latest Total Report was printed.

This chapter describes the Total Report and its contents.

To print the Report

The Total Report can be printed when the User Key is used.

Follow these steps to print a Total Report.

- Press the space bar on the keyboard.
- The Ticket Printer prints the Total Report.

The Total Report shows the number of Tickets and the total sale since the latest Total Report was printed. The Total Report aids the Cashier in calculation if a group of single sales are made and are being paid for as one transaction.

12. Set-up

Topics in this chapter

To change the Set-up 78
Date Format 78
Time Format 79
Tax Percentage 79
Rate 80
Cash Commitment 80
Number Sequence Reset 81
New Set-up 81

The Set-up specifies the way the Ticket Printer works. These settings are usually not changed.

This chapter describes the different set-up options and how they are changed.

To change the Set-up

Note! A faulty set-up may result in an erratic behaviour.

Insert the Supervisor key, remove the Front Plate and press the S key to enter the Edit Set-up Mode. In the Edit Set-up Mode you will step through each of the set-up options. The Ticket Printer prints a Ticket with the current setting for each set-up option.

You have two choices for each set-up option, to edit it or to continue without changes. Press ENTER on the keyboard to continue to the next set-up option without any changes. You must step through all set-up options even if you do not want to change them all.

This chapter describes all the set-up options and what you should enter to change them. The set-up options will appear in the same order as they are described in this manual.

Date Format

The Ticket Printer can use three date formats.

```
1       dd/mm yy. Example: 23/ 2 02 (23 February 2002)
2       mm/dd yy. Example:  2/23 02 (23 February 2002)
3       dd/mm/yyyy. Example: 23/02/2002 (23 February 2002)
4       yyyy/mm/dd. Example: 2002/02/23 (23 February 2002)
```

Enter the number in front of the date format to change to it.

Time Format

The Ticket Printer can use two time formats.

```
1       24-hours time format. Example 15:30.
2       am/pm time format. Example 3:30 pm.
```

Enter the number in front of the time format to change to it.

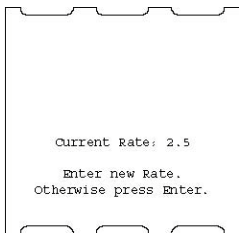
Tax Percentage

Specify the VAT. Enter a new percentage to change the value. ***Note!*** Do not enter any per cent (%) character.

Example. Enter 25 to specify that the VAT is 25 per cent of the prize.

Rate

The Rate value is used when prices has to be shown in both the local unit of money and in a second currency. The Rate is the percentage difference between the local unit of money and the second currency. Enter a value to change the Rate. Use the Special Code #e to print the second currency on the Ticket.



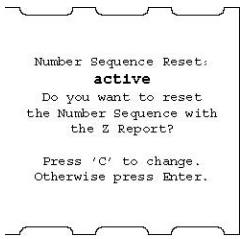
Cash Commitment

The set-up specifies if a Cash Commitment must be entered to get an X-Report or a Z-Report. Press the C key to toggle between active and inactive.

Note! You must print a Z-Report if there are any stored sales otherwise you cannot change this set-up. The Ticket Printer informs you that there are stored sales and that you must print a Z-Report.

Number Sequence Reset

Each Ticket is assigned a Ticket Number. This set-up option specifies if the Ticket Number should be reset when a Z-Report is printed. Press C on the keyboard to change the set-up option.



New Set-up

The Ticket Printer prints a Ticket with the new set-up when you exit the Edit set-up Mode. Check that the set-up is correct.

Press S on the keyboard if you want to return to the Edit set-up Mode. Remove the Supervisor key, insert the User Key and put back the Front Plate when you have finished all changes.

13. Button Settings

Topics in this chapter

To change the Set-up 84
Ticket Button Settings 84
Number Button Settings 85
New Settings 86
Edit Button Name 86

In the Button Settings you can make some changes in the way the Ticket Buttons and the Number Buttons are used.

To change the Settings

Insert the Supervisor key, remove the Front Plate and press the B key to enter the Button Settings Mode.

The Button Settings Mode is divided into two stages, one for the Ticket Buttons and one for the Number Buttons. The Ticket Printer prints Tickets for each stage. You must step through all settings even if you do not want to change them all. Press ENTER on the keyboard to continue without changes.

Ticket Button Settings

You can turn off those Ticket Buttons that are not used. The Ticket Printer beeps to indicate that the Ticket Button cannot be used and it prints no Ticket.

It can be a good idea to turn off Ticket Buttons that are not used. You prevent that Tickets are printed by mistake.

The Ticket Printer prints a Ticket with the current settings.

Press a Ticket Button to change its settings. A Ticket Button that is active (ON) will be inactive (OFF) and vice versa. Press ENTER when you are ready with the settings.

Number Button Settings

You must make two decisions about the Number Buttons. First, do you want to use them at all? Second, if they are used, how do you want to use them?

The Ticket Printer prints a Ticket that asks you if you want to use the Number Buttons. The Number Buttons are used when you do not want to press the Ticket Button one time for each Ticket when a customer buys many Tickets.

Press Y to make the Number Buttons active or press N to turn them off.

If you use the Number Buttons then you can specify how they should work. There are two possibilities: Group Tickets or Single Tickets.

Group Tickets are when one Ticket can be used for more than one person. You use the Number Buttons to specify the number of customers for a Ticket. *Example*: Press Number Button 5 and Ticket Button 3 to print a Ticket for five customers.

Single Tickets are when the Ticket Printer prints one Ticket for each customer. You use the Number Buttons to specify the number of Tickets. *Example*: Press number Button 5 and Ticket Button 3 to print five Tickets.

Press G to choose Group Tickets or press S to choose Single Tickets.

New Settings

The last Ticket shows the settings after your changes. Check that the settings are correct.

Note! Check that you have not turned off any Ticket Buttons that are used. It is very annoying to find that a Ticket Button is inactive when you are going to use it.

Press B to return to the Button Settings if you want to make more changes.

Remove the Supervisor key, insert the User Key and put back the Front Plate when you have finished all changes.

Edit Button Name

The Ticket Button Name is a short piece of information that can be printed on the Ticket. You use Special Command #s to print the Button Name on the Ticket.

- Insert the Supervisor key, remove the Front Plate and press N on the keyboard. The Ticket Printer prints the following Ticket.

- Press the Ticket Button for which you want to change the name. The Ticket Printer prints a Ticket with the current name.

- Enter a new name. Use the arrow keys to move the cursor in the text. Press DEL to delete the selected character.

  Press SHIFT then the letter key to get a capital letter. Never press SHIFT and another key at the same time.

  Use ALT and an arrow key to place the cursor at the last position in the selected direction. *Example*: ALT then the right arrow places the cursor at the end of the line.

- Press ENTER to exit. The Ticket Printer prints a Ticket with the new Button Name.

14. Reset Number Sequences

Topics in this chapter

Ticket Number Sequences..... 90
To reset Ticket Number Sequences..... 90

This function resets the Ticket Numbers used on the Tickets.

Ticket Number Sequences

There are sixteen Ticket Number Sequences in the Ticket Printer. They are numbered 1 to 15 and one common sequence.

The Special Code #n prints the Ticket Number on the Ticket. You can print a Ticket Number from a specific Ticket Number Sequence (for example #n11) or you can print a Number from the common sequence (#n). The Ticket Number Sequence is increased with 1 every time it is printed with one exception and that is if the same Ticket Number Sequence is printed more than one time on the same Ticket.

Many Ticket Buttons can share the same Ticket Number Sequence.

To reset Ticket Number Sequences

You can reset one Ticket Number Sequence or all of them.

Insert the Supervisor Key, remove the Front Plate and press Q on the keyboard. The following Ticket is printed.

Enter the Ticket Number Sequence you want to reset or enter 16 if you want to reset all Ticket Number Sequences.

Press enter without entering any number to exit without changes. The following Ticket is printed.

The Ticket Printer prints the following Ticket if a Ticket Number Sequence was reset.

15. Change Date

Topics in this chapter

To change the Date 94

The date is usually printed on the Tickets.

This chapter describes how you change the date.

To change the Date

Insert the Supervisor Key, remove the Front Plate and press D on the keyboard. The following Ticket is printed.

Enter the date according to the information on the Ticket. You must always press ENTER when you have entered a value (see the example below).

Example
We want to enter 7 March 2002 and we use date format 1.

Enter the day then ENTER, the month then ENTER and the year then ENTER.

Type 07 then ENTER

Type 03 then ENTER

Type 02 then ENTER

The Ticket Printer prints a Ticket with the new date.

16. Change Time

Topics in this chapter

To change the Date 96
To change the Time, 12 hours format 97

The time is usually printed on the Tickets.

This chapter describes how you change the time.

To change the Time, 24 hours format

Insert the Supervisor Key, remove the Front Plate and press H on the keyboard. The following Ticket is printed.

Enter the hours then ENTER then the minutes and ENTER. Always enter two digits.

Example
We want to enter 14:27.

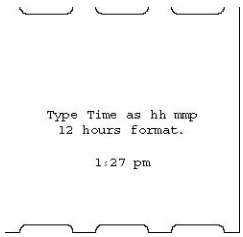
Type 14 then press ENTER

Type 27 then press ENTER

The Ticket Printer prints a Ticket with the new time.

To change the Time, 12 hours format

Insert the Supervisor Key, remove the Front Plate and press H on the keyboard. The following Ticket is printed.



Enter the hours then ENTER then the minutes and if it is am (a) or pm (p) and ENTER. Always enter two digits. Type a for am and p for pm.

Example
We want to enter 2:27pm.

Type 02 then press ENTER

Type 27p then press ENTER

The Ticket Printer prints a Ticket with the new time.

17. Change Company Info

Topics in this chapter

To change Company Info..... 100

There are three editable items that concern information about the company.

They are:

- Organization number
- Address
- Name

To change Company Info

The company info items are all changed in the same way:

1. Insert the Supervisor Key.
2. Remove the Front Plate.
3. On the keyboard, press a specific letter key.
4. Use the ticket edit functions, see "Edit a Ticket Text" on page 26, "Shortcut keys" on page 29, and perhaps Control Codes, also in that chapter.
5. When finished, press ENTER.

Organization number

Press V.

Address

Press W.

Company Name

Press Y.

18. Maintenance

Topics in this chapter

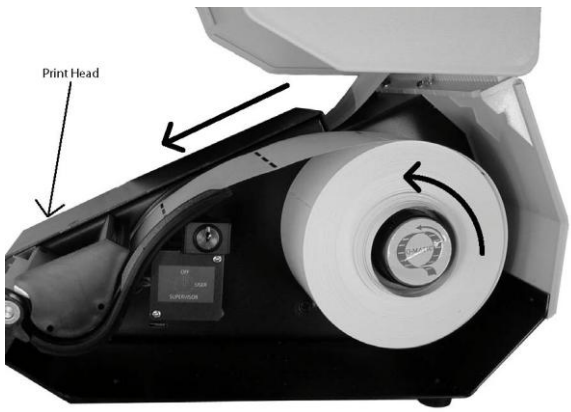
Change Ticket Roll..... 102
Maintenance 103

The Ticket Printer does not need much maintenance. It is designed to run without problems. There is no ink or toner that you can run out of. The only things you must regularly add are the Tickets.

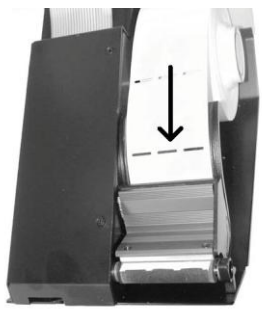
Change Ticket Roll

Follow these steps to change the Ticket Roll.

- Open the cover.
- Look at the old Ticket Roll to see how it is mounted then remove it.
- Insert the new Ticket Roll and feed it into the print head as far as you can.



- Press the Paper feed button (or R on the keyboard) to start the motor and feed the paper through the print head.



- Close and lock the cover.

Maintenance

The Ticket Printer needs no special maintenance to work properly. Use a piece of cloth and a mild detergent.

Note! Do not use any detergents that may damage the plastic (white spirit, etc.).

Note! Never use any conductive material to clean the print head. This may result in a short circuit which damages the print head.

19. Shortcut Keys

Here is a list of all shortcut keys used to print reports, edit settings, and the like.

Key	Function (page where it is described)
A	Customer Report (page 64)
B	Edit Button Settings (page 80)
C	Corrections (page 12)
D	Change Date (page 90)
E	Exercise (page 15)
G	Reset Numbers (page 86)
H	Change Time (page 92)
K	Number of Customers Report (page 68)
L	VAT Rates (page 20)
M	Sales Report (page 60)
N	Button Name (page 82)
O	VAT/Button connections (page 22)
P	Edit Price (page 18)
Q	Reset Ticket Number Sequence (page 86)
R	Paper Feed (page 98)
S	Edit Button Settings (page 80)

T	Edit Ticket Text (page 26)
U	Set Exchange (page 14)
V	Organization number (page 34)
W	Address (page 33)
X	X-Report (page 48)
Y	Company Name (page 35)
Z	Z-Report (page 54)
Space bar	Total Report (page 72)

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